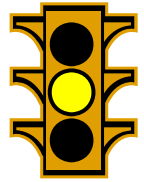


MEMBER SERVICES DIVISION DASHBOARD



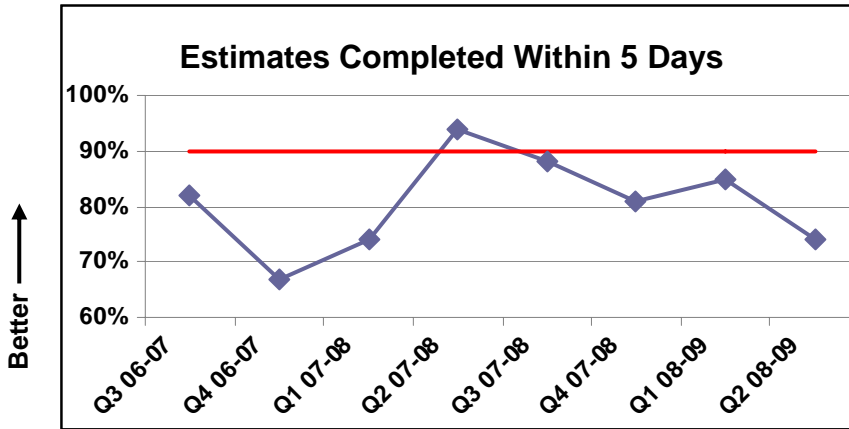
STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of workable estimates completed within 5 days of receipt.

Target: 90%



Year	Q1	Q2	Q3	Q4
2008-09	85%	74%		
2007-08	74%	94%	88%	81%
2006-07	90%	92%	82%	67%

INITIATIVES: Improve Customer Service

Initiatives	Milestones
<ul style="list-style-type: none"> Staff training and cross training. 	<ul style="list-style-type: none"> Training of new staff is being accelerated. Experienced staff new to training are being coached in training methods by long-term senior experience staff/trainers. This will provide more resources and trainers for newer staff.

COMMENTS:

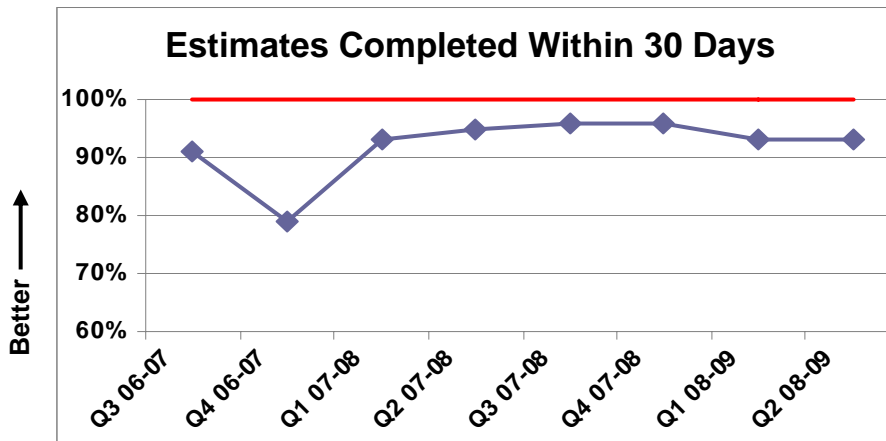
- The volume of estimates that required staff intervention in 2nd Quarter 2008-09 was 36%. The average in 2007-08 was also 36%. The average in prior years has been about 24%. After PSR implementation we anticipate the need for staff intervention for these types of retirement estimates will decrease as PSR will only accept valid payroll data.
- More estimates were completed than received in the 2nd quarter, reducing our inventory by 937 items.
- Estimates continue to be completed in retirement date order as well as received order providing timely estimates to our members.

2nd Quarter 2008-09



STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost effective manner.



INITIATIVES: *Improve Customer Service*

Initiatives	Milestones
<ul style="list-style-type: none"> Partner with the Public Affairs Office, regional offices and the call center to market the on-line retirement estimate calculator to both members and employers. Continue to look for other avenues to market the MyCalPERS on-line retirement estimate calculator. 	<ul style="list-style-type: none"> Continue participation in 2009 Retirement Planning Fairs and Employer Conference.

MEASURE:

Percent of workable estimates completed within 30 days of receipt.

Target: 100%

Year	Q1	Q2	Q3	Q4
2008-09	93%	93%		
2007-08	93%	95%	96%	96%
2006-07	99%	96%	91%	79%

COMMENTS:

- The processing of estimates in both retirement date order and received date order continues. This has improved our customer service in more timely estimates, as requests with earlier retirement dates are normally completed before requests with later retirement dates.
- The volume of estimates that required staff intervention in 2nd Quarter 2008-09 was 36%. The average in 2007-08 was also 36%. The average in prior years has been about 24%. This estimate request fall-out continues due to edits in the Calculation System to ensure that certain types of estimates are not system-generated, but are instead referred to staff for research to provide the most accurate estimates. Because PSR will only accept valid payroll data, the need for staff intervention for these types of retirement estimates may be reduced or eliminated.
- Staff reduced inventory by 937 units in the 2nd Quarter.

2nd Quarter 2008-09